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Attorney Docket No. 5670-29

PATENT

IN THE UNITED STATE ATENT AND TRADEMARK OFFICE

In re: David J. Lineman

Application No.: 10/696,098 Group Art Unit: 2171 Filed: October 29, 2003 Confirmation No. 6619

For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR MULTI-

PROTOCOL SELF-SERVICE APPLICATION ACCESS

Date: July 15, 2005

Mail Stop Amendment Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT

Dear Sirs:

Prior to the examination of the above-referenced application, please enter the following amendments below.

If any extension of time for the accompanying response or submission is required, Applicant requests that this be considered a petition therefor. The Commissioner is hereby authorized to charge any additional fee, which may be required, or credit any refund, to our Deposit Account No. 50-0220.

Amendments to the claims are reflected in the listing of the claims, which begins on page 2 of this paper.

Remarks begin on page 7 of this paper.